

HR Practitioner

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JERRY GREENWELL NAMED CEO OF CPS HUMAN RESOURCE SERVICES

Pamela Stewart and Ed Cole pass the torch of leadership

On June 9, 2004, the CPS Human Resource Services Board of Directors, staff, and guests celebrated as the torch of leadership was passed from Pamela Stewart and Ed Cole

to Jerry Greenwell, the agency's new CEO.

The leadership transition event was emceed by David Hill, Chair of the CPS Board of Directors while hundreds of guests gathered to show their gratitude to Pamela and Ed, whose successful partnership has propelled CPS to a nationally recognized organization. During the emotionally driven ceremony, Pamela and Ed thanked their families, friends, and colleagues for their unconditional support throughout their tenure at CPS.

"I felt the transition ceremony perfectly reflects the values of CPS. It was a privilege to be co-CEO of CPS for sixteen years and then 'pass the torch' to someone who embraces our organizational culture

and our employees. Jerry will propel CPS to new heights, and I am happy to continue to work with him. Succession planning is critical for continued viability of an organization, and I believe we did it exactly right!" said Pamela Stewart.



Pamela Stewart and Ed Cole

Gift presentations following the honorees' speeches included congratulatory letters from Governor Arnold Schwarzenegger and Congressman Robert Matsui and an Assembly Resolution from Assemblyman Darrell Steinberg.

Since 1988, Pamela Stewart and Ed Cole have been the foundation of leadership for CPS. Through their vision, they have built an organization focused on developing strong leadership and creating a quality workplace community, while providing professionally sound services.

"The team of Pam and Ed has made CPS the successful organization it is today. Because of the foundation and the team they built, CPS is poised under the leadership of Jerry Greenwell to continue to grow and prosper," said Hill.



David Hill

As the torch of leadership is passed, Jerry Greenwell is committed to continuing the

Greenwell named CEO continued...



L to R: Joy Webb, Tonya Coles, and Bob Lavigna



Jerry Greenwell

2004-2005 CPS Test Catalog Now Available

CPS offers a variety of tests for a wide range of public agency professions. From entry level to promotional exams, the CPS catalog lists more than 50 types of tests to meet your agency's needs.

CPS is dedicated to offering quality and affordable testing instruments for our public agency clients. In order to meet this goal, the CPS Test Rental team has not increased its test rental rates for the 2004-2005 year.

CPS is also pleased to announce that we now offer the full range of instruments from Hogan Assessment Systems, including the Hogan Personality Inventory, the Motives, Values, and Preferences Inventory, and the Leadership Forecast Series. These instruments combine the science of personality assessment with practical business experience to meet the challenges of employee selection and development.

If you would like to receive a 2004-2005 Test Rental catalog or would like to place a test order, please call 1.866.867.5272.



Human Resource Services

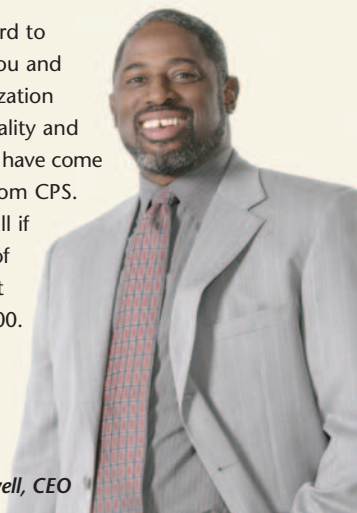
EXECUTIVE CORNER

Nearly 70 years ago, a little agency was created to help public agencies in the State of California provide testing services for civil service positions. Today, CPS Human Resource Services has evolved into an independent joint powers authority (JPA) serving the public sector in the United States, Canada, and beyond with a wide range of human resource and testing services. With offices in three states and satellite offices around the country, CPS is well-positioned to deliver on its mission of helping government, higher education, and nonprofits improve how they deliver HR services.

As I assume the CEO position, I will continue to build upon our strong foundation, recruit the best and most experienced consultants who understand how government works, and continue our commitment of partnering with HR industry associations.

I am also pleased to say that Pamela Stewart and Ed Cole will continue to provide their invaluable knowledge and expertise as they assume business development and advisory roles within CPS.

I look forward to providing you and your organization with the quality and services you have come to expect from CPS. Give us a call if we can be of assistance at 916.263.3600.



Jerry Greenwell, CEO

...Greenwell named CEO continued



Founding Board Members

L to R: Charlie Walter, Pamela Stewart, Bill Hart, and Jerry Pauly

vision Pamela and Ed have created. With more than 20 years of experience in the public and social services fields and more than 15 years of experience in the areas of training and staff development, performance management, recruitment and selection, and organizational development, Greenwell's leadership, experience, and extensive human resources acumen will help further CPS' expansion across the country.

Although Pamela and Ed are leaving their executive positions, they will continue to serve CPS in new roles and capacities. ♦

KATE HILL RECEIVES THE FEDERATION OF STATE MEDICAL BOARDS' MERITORIOUS SERVICE AWARD

CPS Human Resource Services' Senior Manager Kate Hill was selected as the recipient of the Federation of State Medical Boards' (FSMB) Meritorious Service Award. On May 1, 2004, during the general session of the FSMB Annual Meeting, Kate was presented the prestigious industry award.

The Meritorious Service Award is given to honor an individual who has made exceptional contributions in the field of medical licensure and discipline. Kate has served the medical licensure and discipline sector for almost 20 years through her work with various organizations, including the:

- Federation of State Medical Boards of the United States
- National Board of Medical Examiners
- National Commission on Certification of Physician Assistants
- Canadian Academy of Physician Assistants



Her many accomplishments with these organizations include: introduction of the Federation's Special Purpose Exam (SPEX); on-line accessibility to the Federation's Board Action Data Bank; conversion of the SPEX and NCCPA's certification exam to computer-based testing; and development of the certification program for physician assistants in Canada. ♦

BILL ZANOW PROMOTED TO PROGRAM MANAGER FOR TSA PROJECT



Bill Zanow joined CPS in June 2003 as Deputy Project Manager on the Transportation Security Administration (TSA) project and was promoted on July 6, 2004, to TSA Program Manager.

The TSA contract provides recruiting, testing, and assessment of airport security screeners at more than 430 airports in the US and its territories. To serve the needs of this project, CPS developed an on-line application process, created nationwide call and testing centers, and assembled traveling

assessment teams to respond to filling more than 50,000 security screener positions.

After completing high school, Bill became a career military officer in the United States Army. As a young combat helicopter pilot, he served 2 years in Viet Nam. His subsequent duty stations included Germany and the Republic of Korea. He was then assigned as the Director of Policy for the New Manning System at Headquarters of the US Army, Office of the Deputy Chief of Staff for Personnel, located in the Pentagon. While in the Army, Bill specialized in the Organizational Development field and subsequently earned his

Masters of Science in Systems Management from USC.

Following his Army service, Bill transitioned into civilian life and settled in Northern Virginia. He has spent the past 15 years managing and directing HR-related consulting services for both the public and the private sectors.

"We are extremely pleased to have Bill heading our TSA project," says Jerry Greenwell, CEO of CPS Human Resource Services. "He has a significant public sector background and will help further our efforts of being well-positioned to help in the war against terrorism." ♦

Leaders in Testing, Licensing, and Certification Services

For nearly 70 years, our clients have trusted CPS with their testing needs

CPS is the innovative leader in providing testing, licensing, and certification services for a broad range of public agencies and not-for-profit organizations in the U.S. and Canada. As experts in our field, we have worked with hundreds of agencies in delivering proven program development and management services that allow our clients to focus their limited resources on their other essential work.



"CPS has consistently performed at an extremely high level – very professional, courteous, and timely."

L. Wray Nolting
Florida Dept. of Business &
Professional Regulation

Cost-Effective, Time-Sensitive

Whether it's assistance with exam design and development, registration and data management systems, exam administration, psychometric analysis, litigation support, or operating your total program, CPS will partner with you to provide fast, creative, practical, cost-effective, and professional services tailored to your specific needs while coming in on-time and on-budget. As a public agency ourselves, CPS is uniquely positioned to understand the needs of regulatory programs.

Our clients have one thing in common: They expect high quality and professional service. At CPS, we are committed to meeting and exceeding your expectations every step of the way. Call us at 916.263.3600 and let us develop a project plan expressly for you.

At CPS, client satisfaction is a core value we live everyday.



"Outstanding to work with."

Jerry Miller
Certification Committee Chairman
Association of Firearm and
Toolmark Examiners

You can count on CPS to provide quality products and cost-effective solutions

Effectively administering a certification or licensing program is a complex affair. For nearly 70 years, CPS has honed its skills in delivering cost-effective, quality services and products to our clients. Let CPS help you in planning and developing your next exam or in developing or improving your certification and licensing program. You will be glad you did!

For CPS, no project is too large or too small. We can even customize service modules to meet your specific needs. Some of the services we offer include:

Certification

- Consulting on:
 - NCCA standards compliance
 - Program design and start-up
 - Regulatory acceptance campaigns
 - Stakeholder relations
- Design & development of certifying exams and other evaluation program elements
- On-line & paper-pencil application, eligibility evaluation, & registration systems
- On-line & paper-pencil candidate preparation guides and self-assessment exams
- On-line & paper-pencil written exam administrations
- Administration of oral, hands-on skills, and other non-written exams
- ADA-compliant and other special accommodations
- Scoring & standard-setting
- Psychometric program research
- Credentials verification & other data maintenance systems
- On-line & paper-pencil continuing education processing systems for recertification

Licensing

- Design of systems & procedures for new and existing licensing programs
- Consulting on stakeholder relations
- Design & development of licensing exams and other evaluation program elements
- On-line & paper-pencil application, eligibility evaluation, & registration systems
- On-line & paper-pencil candidate preparation guides and self-assessment exams
- On-line & paper-pencil test administrations
- ADA-compliant and other special accommodations
- Administration of oral, hands-on skills, and other non-written exams
- Scoring & standard-setting
- Psychometric program research
- On-line & paper-pencil licensee data maintenance systems
- On-line & paper-pencil credentials verification & other reporting systems

Testing

- On-line & paper-pencil application and training/experience evaluation systems
- On-line & paper-pencil candidate preparation guides and self-assessment exams
- On-line & paper-pencil test administrations
- ADA-compliant and other special accommodations
- Administration of non-written exams:
 - Oral exams
 - Language proficiency exams
 - Hands-on skills exams
 - Physical agility exams
- Scoring & score reporting systems
- Training for proctors and other test administrators
- Evaluation & selection of test sites and testing networks

To learn more about our full range of services, visit us at www.cps.ca.gov

"CPS has consistently provided superior service... They have found creative solutions for stretching shrinking contract dollars. They are extremely professional and represent SPB well in these activities."

Joan Allison

Chief Administrative Services Division
Interpreter Certification Program, California State Personnel Board



Human Resource Services

For more information about our services, please contact
Kate Hill, Senior Manager
Testing, Licensing, & Certification
916.263.3600
800.822.4277 (outside CA)
khill@cps.ca.gov
www.cps.ca.gov

California Wisconsin Washington, D.C.

CPS HELPS GOVERNMENT IN MALI, AFRICA

CPS Human Resource Services has joined forces with the National Institute of Allergy and Infectious Diseases (NIAID) in creating a governance and administrative structure in Mali, Africa. The new, CPS-designed structure will enable NIAID to play a major role in global leadership today and in the future.



At the village of Donéguebougou with the village chief and his chief counselor. NIAID is conducting clinical trials for malaria vaccines in the village.

CPS helped NIAID to establish a plan for administrative practices that was acceptable to both NIAID medical researchers and the cultural values of the Malians. The partnership was effective, generating a positive outcome and providing a plan for future infectious disease research in Mali.

"The skills that CPS prides itself on were challenged to provide a solution that would satisfy two individual cultures. We are proud to announce that our efforts were successful; CPS systems have proven themselves effective even outside the US," explains CPS Senior Manager Gib Johnson, who undertook the responsibility of overseeing CPS' work in Africa.

One of the primary steps in establishing NIAID's new structure is the preparation of the Office of Global Affairs (OGA) for its future role as horizontal integrator and facilitator for international scientific efforts throughout NIAID. CPS has been actively involved in the review



Gib Johnson (R) with Dr. Sekou "Cheick" Traoré, Chief of Medical Entomology

and confirmation of the OGA mission: developing an organizational structure that supports the mission, objectives, and the outcomes of the project; establishing office and institutional cross-functional processes that clarify roles and responsibilities; performing benchmarking activities on technology infrastructure that will provide a technical platform for global access/transfer of information; and developing relevant communication strategies. ♦

CPS WINS THE SACRAMENTO WORKPLACE EXCELLENCE LEADER AWARD

CPS Human Resource Services was the 2004 recipient of the Sacramento Workplace Excellence Leader (SWEL) award. The award is presented annually by the Sacramento Area Human Resources Association (SAHRA) to both private and public sector companies in recognition of their outstanding commitment to a corporate culture that fosters a supportive environment that promotes individuality and empowerment.

CPS was selected based on the organization's commitment to its employees and clients. Evaluation criteria included leadership, financial success, growth opportunities, generous work-life programs, excellent benefits, and flexible work schedules. The nomination was submitted by a group of employees who believe CPS is a great place to work.

"We are honored and humbled to receive this recognition," says Pamela Stewart. "We are very grateful to SAHRA for recognizing CPS. However, just knowing our employees nominated us, and believe the way they do, is most gratifying and confirms that we are doing things right."



Jim Stephens and Debbie Ford displaying the CPS SWEL Award

A special thank you to the members of the CPS committee who nominated CPS and contributed their time and talents: Michael Alcalay, Alison Breckenridge, Hedy Dehghan, Dale Eisenhauer, Debbie Ford, Susan Helland, Margie Hertneck, Julie Hyde, Corinne Mason, Pranata, Lisa Schroff, Margaret Snider, Sue Somatis, Jim Stephens, Jo Turney, Michael Willihnganz, Karen Wong, and Susan Yee.

If you would like a copy of the magazine-style nomination, please email Debbie Ford at debbief@cps.ca.gov. ♦

TO LEARN ABOUT CPS SERVICES, PLEASE CONTACT ONE OF OUR SENIOR MANAGERS

Client Services East

Bob Lavigna, Senior Manager
608.442.5000
bob@cps.ca.gov

Client Services West

Susan Helland, Senior Manager
916.263.3600
susanh@cps.ca.gov

Federal Government Services

Gib Johnson, Senior Manager
202.220.1390
gib@cps.ca.gov

Test Development and Rental

Mike Willihnganz, Senior Manager
916.263.1800
mwillihnganz@cps.ca.gov

Testing, Licensing, & Certification

Kate Hill, Senior Manager
916.263.3600
khill@cps.ca.gov

Assessment Services

Matt Gruver, Senior Manager
916.263.3600
matt@cps.ca.gov

Executive Search Services

Dave Harris, Senior Manager
916.263.1401
dharris@cps.ca.gov

2004 CPS/IPMA-HR Grant Applications Now Available

Applications are now available for the CPS Human Resource Services and International Public Management Association Human Resources (IPMA-HR) 2004 grants. Up to three \$30,000 grants will be awarded to local and state government agencies for innovative public sector human resource initiatives. For more information or to download a grant application, visit www.cps.ca.gov or call 916.263.3600. Application deadline is September 3, 2004.

RECRUITING THE RIGHT PERSON STARTS WITH CHOOSING THE RIGHT BUSINESS PARTNER

CPS Executive Search helps public agencies fill key positions

CPS Executive Search offers expert support to public agencies seeking quality executive search services. The senior consultant staff has a combined total of more than 100 years of experience in recruiting senior level positions exclusively in the public sector. From city managers and chief financial officers to police chiefs and senior level administrators, let CPS Executive Search fill your next open position. For more information about CPS Executive Search services, please call 916.263.1401.

Here are some of the most recent positions filled by CPS Executive Search:

City of Glendale, AZ

Iain Vasey
Economic Development Director

City of Las Vegas, NV

Scott Adams
Director, Office of Business Development

City of San Buenaventura

Jenny Roney
Human Resources Director

Orange County

Marcel Turner
Human Resources Director

Orange County

Kevin Hunt
General Manager for the Municipal Water District

City of Anaheim

John Welter
Chief of Police

National City

Rod Juniel
Fire Chief

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